Matthew Arceo

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Professional Summary

Results-driven Technical Product Specialist with a Bachelor's degree in Computer Science and a proven track record of excelling in technical support, product management, and UX design. Adept at troubleshooting, contract negotiations, team collaboration, and designing user-centered solutions. Currently pursuing the Google UX Design Professional Certification to transition into a full-time UX Designer role. Former Division I Student Athlete with exceptional time management and organizational skills.

Professional Experience

Technical Product Specialist

DAKCS Software | January 1, 2024 – Present

- Spearheaded contract renewals, client training, and go-live onboarding for collections software solutions.
- Lead UX design initiatives to improve user experience, leveraging tools like Figma.
- Collaborate with internal teams to implement industry-standard agile solutions, transitioning the product team to use Jira and Figma effectively.
- Deliver engaging product demonstrations and maintain strong client relationships through clear communication and empathy.

Support Technician

DAKCS Software | February 12th, 2023 – December 31st, 2023

- Resolved customer inquiries and technical issues, achieving recognition as a top ticket closer.
- Wrote and optimized MySQL-based queries to address client-specific needs.
- Troubleshot and maintained the company's proprietary BASIC-compiled language and MySQL-like querying system.
- Provided exceptional customer service while addressing concerns about hosted systems and software performance.

Education

Towson University

Bachelor of Science in Computer Science

Graduated: Winter 2022

- Division I Student-Athlete – Varsity Baseball, balancing rigorous academic and athletic commitments.

Certifications
- Google UX Design Professional Certificate (In Progress)

Technical Skills
- Programming Languages: Java, Python, C++, C#, BASIC (proprietary language).
- Query Languages: MySQL
- Design Tools: Figma, Jira.
- Other: Agile methodologies, technical writing, UX design, contract negotiations.

Achievements
- Top ticket closer during tenure as Support Technician, showcasing exceptional efficiency and problem-solving skills.
- Successfully transitioned the product team to industry-standard tools (Jira and Figma), improving workflow and collaboration.
- Division I Student-Athlete, demonstrating strong leadership, teamwork, and time management abilities.
- Colonial Athletic Association 2nd Team All-Conference Honors - Varsity Baseball (2020)

Additional Skills
- Organization, communication, attention to detail, technical writing, empathy, teamwork, and client relationship management.